UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/008,152	12/04/2001	Yoram Nelken	PA2325	3645

22830   7590   08/25/2003

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ART UNIT	PAPER NUMBER
2121	

DATE MAILED: 08/25/2003

13

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 07-01)

—The MAILING DATE of this communication appears on the cover sheet beneath the correspondence address—

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE **Three** MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, such period shall, by default, expire SIX (6) MONTHS from the mailing date of this communication .
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).

Status

☒ Responsive to communication(s) filed on __6/11/03__ .

☒ This action is **FINAL.**

☐ Since this application is in condition for allowance except for formal matters, **prosecution as to the merits is closed** in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 1 1; 453 O.G. 213.

Disposition of Claims

☒ Claim(s) __1—49 and 51-67__ is/are pending in the application.

    Of the above claim(s)_____ is/are withdrawn from consideration.

☐ Claim(s)_____ is/are allowed.

☒ Claim(s) __1—49 and 51-67__ is/are rejected.

☐ Claim(s)_____ is/are objected to.

☐ Claim(s)_____ are subject to restriction or election requirement.

Application Papers

☐ See the attached Notice of Draftsperson's Patent Drawing Review, PTO-948.

☐ The proposed drawing correction, filed on_____ is ☐ approved ☐ disapproved.

☐ The drawing(s) filed on_____ is/are objected to by the Examiner.

☐ The specification is objected to by the Examiner.

☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. § 119 (a)-(d)

☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 11 9(a)-(d).

    ☐ All ☐ Some* ☐ None of the CERTIFIED copies of the priority documents have been

    ☐ received.

    ☐ received in Application No. (Series Code/Serial Number)_____ .

    ☐ received in this national stage application from the International Bureau (PCT Rule 1 7.2(a)).

    *Certified copies not received:_____ .

Attachment(s)

☐ Information Disclosure Statement(s), PTO-1449, Paper No(s). _____

☐ Notice of Reference(s) Cited, PTO-892

☐ Notice of Draftsperson's Patent Drawing Review, PTO-948

☐ Interview Summary, PTO-413

☐ Notice of Informal Patent Application, PTO-152

☐ Other_____

Office Action Summary

DETAILED ACTION

Claim Rejections - 35 U.S.C. § 102

1.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the

basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

Claims 1-49 and 51-67 are rejected under 35 U.S.C. 102(b) as being clearly anticipated by

Erman et, U.S. Pat. No. 4658370.

As per claim 1, Erman discloses a contact center configured to receive said

communications (abstract and figures 1 and 2), a decision engine configured to determine a

priority code for each of said received communications (abstract and figures 1 and 2) and at least

one queue configured to store said prioritized communications in order of priority code (abstract

and figures 1 and 2).

AS per claim 18, Erman discloses a contact center configured to receive said tasks

(abstract and figures 1 and 2), a decision engine configured to determine a priority code for each

of said tasks (abstract and figures 1 and 2) and at least one queue configured to store said tasks in

order of priority code (abstract and figures 1 and 2).

AS per claim 35, Erman discloses receiving said communications (abstract and figures 1

and 2), determining a priority code for each of said received communications (abstract and

figures 1 and 2) and storing said prioritized communications in at least one queue according to priority code (abstract and figures 1 and 2).

As per claims 2, 19 and 36, Erman discloses includes a parser configured to analyze content of said received communications/tasks (abstract and figures 1 and 2).

As per claim 3, 20 and 37, Erman discloses communications/tasks include text communications/tasks and said decision engine includes a parser configured to parse text of said text communications/tasks (abstract and figures 1 and 2).

As per claims 4, 21 and 38, Erman discloses text communications/tasks contain natural language that is parsed by said parser (abstract and figures 1 and 2).

As per claims 5, 22 and 39, Erman discloses identifies concepts of said received communications/tasks (abstract and figures 1 and 2).

As per claims 6 and 23, Erman discloses parser identifies relationships between said concepts (abstract and figures 1 and 2).

As per claim 7, 24 and 40, Erman discloses compares said concepts with priority criteria to determine said priority codes (abstract and figures 1 and 2).

As per claims 8, 25 and 41, Erman discloses received communications/tasks by identifying keywords in said received communications/tasks (abstract and figures 1 and 2).

AS per claims 9, 26 and 42, Erman discloses received by said contact center via a text-based communication/tasks channel (abstract and figures 1 and 2).

As per claim 10, 27 and 43, Erman discloses communications/tasks are voice communications/tasks and said decision engine includes a parser configured to analyze content of said voice communications/tasks (abstract and figures 1 and 2).

As per claims 11, 28 and 44, Erman discloses an agent having a judgment of priority selects prioritized communications from said queue according to said judgment of priority (abstract and figures 1 and 2).

As per claims 12, 29 and 45, Erman discloses a monitoring module configured to monitor communications selected by said agent and to provide said selected communications and priority codes of said selected communications as feedback to said decision engine (abstract and figures 1 and 2).

As per claims 13, 30 and 46, Erman discloses utilizes said feedback to adjust priority criteria used to determine priority of said received communications (abstract and figures 1 and 2).

As per claims 14 and 31, Erman discloses a parser configured to parse said received communications and a priority module configured to receive parsed communications from said parser and determine said priority code for each of said parsed communications (abstract and figures 1 and 2).

As per claims 15 and 32, Erman discloses priority module is a learning system and receives feedback from a monitoring module that monitors communications selected from said queue by at least one agent (abstract and figures 1 and 2).

As per claims 16 and 33, Erman discloses priority module is a rule-based system that determines said priority code according to a set of predetermined rules (abstract and figures 1 and 2).

AS per clams 17 and 34, Erman discloses priority code is determined in accordance with priority guidelines established by a user of said system (abstract and figures 1 and 2).

As per claim 47, Erman discloses converting said voice communications into text communications prior to determining said priority code (abstract and figures 1 and 2).

AS per claim 48, Erman discloses analyzing content of said voice communications includes identifying emotional content (abstract and figures 1 and 2).

As per claim 49, Erman discloses means for receiving said communications (abstract and figures 1 and 2), means for determining a priority code for each of said received communications (abstract and figures 1 and 2) and means for storing said prioritized communications in order of priority code (abstract and figures 1 and 2).

As per claims 51, 54, 57 and 60, Erman discloses the decision engine is capable of learning new priority criteria based on a relative importance of communications learned from an order in which an agent selected communications (abstract and figures 1 and 2).

As per claim 52, 55, 58 and 61, Erman discloses the priority codes are determined according to rules for prioritizing communications (abstract and figures 1 and 2).

As per claim 53, 56 and 59, Erman discloses the priority codes are assigned to communications without an assigned priority (abstract and figures 1 and 2).

As per claim 61, Erman discloses a decision engine that determines priority codes for items, which are tasks or communications (abstract and figures 1 and 2) and is capable of learning new priority criteria based on a relative importance of the items learned from an order in which an agent selected the items (abstract and figures 1 and 2).

As per claim 63, Erman discloses a contact center configured to receive items, which are communications or tasks (abstract and figures 1 and 2), a decision engine that determines a priority code for each of the items received according to rules for prioritizing the items, is capable of determining the priority code for items without an assigned priority (abstract and figures 1 and 2) and is capable of learning new rules for prioritizing items based on positive and negative feedback related to a relative importance of items based on an order in which an agent selected the items (abstract and figures 1 and 2) and at least one queue configured to store the items in order of the priority code (abstract and figures 1 and 2).

As per claim 64, Erman discloses a contact center configured to receive items, which are communications or tasks (abstract and figures 1 and 2), a decision engine that determines a priority code for each of the items received according to rules for prioritizing the items, is capable of determining the priority code for items without an assigned priority (abstract and figures 1 and 2) and is capable of learning new rules for prioritizing items based on a relative importance of items learned from an order in which an agent selected the items (abstract and figures 1 and 2) and includes a parser and is configured to analyze text, voice, natural language content, emotional content, identify keywords, identify concepts (abstract and figures 1 and 2)

and determine relationships between the concepts of the items received (abstract and figures 1

and 2) and at least one queue configured to store the items in order of the priority code (abstract

and figures 1 and 2).

As per claim 65, Erman discloses automatically learning a new priority rule based on an

order in which an agent selected items, which are communications or tasks (abstract and figures

1 and 2) and automatically determining priority codes for the items using the new priority rule

(abstract and figures 1 and 2).

As per claim 66, Erman discloses receiving items, which are communications or tasks

that do not have a previously assigned priority (abstract and figures 1 and 2) automatically

learning a new priority rule based on an order in which an agent selected the items (abstract and

figures 1 and 2) automatically determining priority codes for the items using the new priority rule

(abstract and figures 1 and 2) and storing the items prioritized in at least one queue according to

the priority code (abstract and figures 1 and 2).

As per clam 67, Erman discloses receiving items, which are communications or tasks that

do not have a previously assigned priority (abstract and figures 1 and 2) automatically learning a

new priority rule based on an order in which an agent selected the items (abstract and figures 1

and 2) automatically determining priority codes for the items using the new priority rule (abstract

and figures 1 and 2) parsing the items including analyzing text contents of items containing text

of the items (abstract and figures 1 and 2) analyzing voice contents of items having voice

contents of the items (abstract and figures 1 and 2), analyzing natural language contents of items

containing natural language of the items (abstract and figures 1 and 2), analyzing emotional

contents of items having emotional content of the items (abstract and figures 1 and 2) identifying

keywords of items containing words of the items (abstract and figures 1 and 2) identifying

concepts of the item that contain concepts (abstract and figures 1 and 2) and determining

relationships between the concepts of items having relationships between the concepts of the

items (abstract and figures 1 and 2) and storing the items prioritized in at least one queue

according to the priority code (abstract and figures 1 and 2).

Claim Rejections - 35 U.S.C. § 102

2.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the

basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

Claims 1-49 and 51-67 are rejected under 35 U.S.C. 102(b) as being clearly anticipated by

Nagase, U.S. Pat. No. 5687384.

As per claim 1, Nagase discloses a contact center configured to receive said

communications (abstract and figures 1-3) a decision engine configured to determine a priority

code for each of said received communications (abstract and figures 1-3) and at least one queue

configured to store said prioritized communications in order of priority code (abstract and figures

1-3).

AS per claim 18, Nagase discloses a contact center configured to receive said tasks (abstract and figures 1-3) a decision engine configured to determine a priority code for each of said tasks (abstract and figures 1-3) and at least one queue configured to store said tasks in order of priority code (abstract and figures 1-3).

AS per claim 35, Nagase discloses receiving said communications (abstract and figures 1-3) determining a priority code for each of said received communications (abstract and figures 1-3) and storing said prioritized communications in at least one queue according to priority code (abstract and figures 1-3).

As per claims 2, 19 and 36, Nagase discloses includes a parser configured to analyze content of said received communications/tasks (abstract and figures 1-3).

As per claim 3, 20 and 37, Nagase discloses communications/tasks include text communications/tasks and said decision engine includes a parser configured to parse text of said text communications/tasks (abstract and figures 1-3).

As per claims 4, 21 and 38, Nagase discloses text communications/tasks contain natural language that is parsed by said parser (abstract and figures 1-3).

As per claims 5, 22 and 39, Nagase discloses identifies concepts of said received communications/tasks (abstract and figures 1-3).

As per claims 6 and 23, Nagase discloses parser identifies relationships between said concepts (abstract and figures 1-3).

As per claim 7, 24 and 40, Nagase discloses compares said concepts with priority criteria to determine said priority codes (abstract and figures 1-3).

As per claims 8, 25 and 41, Nagase discloses received communications/tasks by identifying keywords in said received communications/tasks (abstract and figures 1-3).

AS per claims 9, 26 and 42, Nagase discloses received by said contact center via a text-based communication/tasks channel (abstract and figures 1-3).

As per claim 10, 27 and 43, Nagase discloses communications/tasks are voice communications/tasks and said decision engine includes a parser configured to analyze content of said voice communications/tasks (abstract and figures 1-3).

As per claims 11, 28 and 44, Nagase discloses an agent having a judgment of priority selects prioritized communications from said queue according to said judgment of priority (abstract and figures 1-3).

As per claims 12, 29 and 45, Nagase discloses a monitoring module configured to monitor communications selected by said agent and to provide said selected communications and priority codes of said selected communications as feedback to said decision engine (abstract and figures 1-3).

As per claims 13, 30 and 46, Nagase discloses utilizes said feedback to adjust priority criteria used to determine priority of said received communications (abstract and figures 1-3).

As per claims 14 and 31, Nagase discloses a parser configured to parse said received communications and a priority module configured to receive parsed communications from said

parser and determine said priority code for each of said parsed communications (abstract and figures 1-3).

As per claims 15 and 32, Nagase discloses priority module is a learning system and receives feedback from a monitoring module that monitors communications selected from said queue by at least one agent (abstract and figures 1-3).

As per claims 16 and 33, Nagase discloses priority module is a rule-based system that determines said priority code according to a set of predetermined rules (abstract and figures 1-3).

AS per clams 17 and 34, Nagase discloses priority code is determined in accordance with priority guidelines established by a user of said system (abstract and figures 1-3).

As per claim 47, Nagase discloses converting said voice communications into text communications prior to determining said priority code (abstract and figures 1-3).

AS per claim 48, Nagase discloses analyzing content of said voice communications includes identifying emotional content (abstract and figures 1-3).

As per claim 49, Nagase discloses means for receiving said communications (abstract and figures 1-3) means for determining a priority code for each of said received communications (abstract and figures 1-3) and means for storing said prioritized communications in order of priority code (abstract and figures 1-3).

As per claims 51, 54, 57 and 60, Nagase discloses the decision engine is capable of learning new priority criteria based on a relative importance of communications learned from an order in which an agent selected communications (abstract and figures 1-3).

As per claim 52, 55, 58 and 61, Nagase discloses the priority codes are determined according to rules for prioritizing communications (abstract and figures 1-3).

As per claim 53, 56 and 59, Nagase discloses the priority codes are assigned to communications without an assigned priority (abstract and figures 1-3).

As per claim 61, Nagase discloses a decision engine that determines priority codes for items, which are tasks or communications (abstract and figures 1-3) and is capable of learning new priority criteria based on a relative importance of the items learned from an order in which an agent selected the items (abstract and figures 1-3).

As per claim 63, Nagase discloses a contact center configured to receive items, which are communications or tasks (abstract and figures 1-3), a decision engine that determines a priority code for each of the items received according to rules for prioritizing the items, is capable of determining the priority code for items without an assigned priority (abstract and figures 1-3) and is capable of learning new rules for prioritizing items based on positive and negative feedback related to a relative importance of items based on an order in which an agent selected the items (abstract and figures 1-3) and at least one queue configured to store the items in order of the priority code (abstract and figures 1-3).

As per claim 64, Nagase discloses a contact center configured to receive items, which are communications or tasks (abstract and figures 1-3), a decision engine that determines a priority code for each of the items received according to rules for prioritizing the items, is capable of determining the priority code for items without an assigned priority (abstract and figures 1-3) and

is capable of learning new rules for prioritizing items based on a relative importance of items

learned from an order in which an agent selected the items (abstract and figures 1-3) and includes

a parser and is configured to analyze text, voice, natural language content, emotional content,

identify keywords, identify concepts (abstract and figures 1-3) and determine relationships

between the concepts of the items received (abstract and figures 1-3) and at least one queue

configured to store the items in order of the priority code (abstract and figures 1-3).

As per claim 65, Nagase discloses automatically learning a new priority rule based on an

order in which an agent selected items, which are communications or tasks (abstract and figures

1-3) and automatically determining priority codes for the items using the new priority rule

(abstract and figures 1-3).

As per claim 66, Nagase discloses receiving items, which are communications or tasks

that do not have a previously assigned priority (abstract and figures 1-3) automatically learning a

new priority rule based on an order in which an agent selected the items (abstract and figures 1-3)

automatically determining priority codes for the items using the new priority rule (abstract and

figures 1-3) and storing the items prioritized in at least one queue according to the priority code

(abstract and figures 1-3).

As per clam 67, Nagase discloses receiving items, which are communications or tasks

that do not have a previously assigned priority (abstract and figures 1-3) automatically learning a

new priority rule based on an order in which an agent selected the items (abstract and figures 1-3)

automatically determining priority codes for the items using the new priority rule (abstract and

figures 1-3) parsing the items including analyzing text contents of items containing text of the

items (abstract and figures 1-3) analyzing voice contents of items having voice contents of the

items (abstract and figures 1-3), analyzing natural language contents of items containing natural

language of the items (abstract and figures 1-3), analyzing emotional contents of items having

emotional content of the items (abstract and figures 1-3) identifying keywords of items

containing words of the items (abstract and figures 1-3) identifying concepts of the item that

contain concepts (abstract and figures 1-3) and determining relationships between the concepts of

items having relationships between the concepts of the items (abstract and figures 1-3) and

storing the items prioritized in at least one queue according to the priority code (abstract and

figures 1-3).

3.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the

basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless -
>
> (e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371© of this title before the invention thereof by the applicant for patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999 (AIPA)

do not apply to the examination of this application as the application being examined was not (1)

filed on or after November 29, 2000, or (2) voluntarily published under 35 U.S.C. 122(b).

Therefore, this application is examined under 35 U.S.C. 102(e) prior to the amendment by the

AIPA (pre-AIPA 35 U.S.C. 102(e)).

Claims 1-49 and 51-67 are rejected under 35 U.S.C. 102(e) as being clearly anticipated by

Ramani et al, U.S. Pat. 6442542.

As per claim 1, Ramani discloses a contact center configured to receive said

communications (abstract and figures 1-3), a decision engine configured to determine a priority

code for each of said received communications (abstract and figures 1-3) and at least one queue

configured to store said prioritized communications in order of priority code (abstract and figures

1-3).

AS per claim 18, Ramani discloses a contact center configured to receive said tasks

(abstract and figures 1-3), a decision engine configured to determine a priority code for each of

said tasks (abstract and figures 1-3) and at least one queue configured to store said tasks in order

of priority code (abstract and figures 1-3).

AS per claim 35, Ramani discloses receiving said communications (abstract and figures

1-3), determining a priority code for each of said received communications (abstract and figures

1-3) and storing said prioritized communications in at least one queue according to priority code

(abstract and figures 1-3).

As per claims 2, 19 and 36, Ramani discloses includes a parser configured to analyze

content of said received communications/tasks (abstract and figures 1-3).

As per claim 3, 20 and 37, Ramani discloses communications/tasks include text communications/tasks and said decision engine includes a parser configured to parse text of said text communications/tasks (abstract and figures 1-3).

As per claims 4, 21 and 38, Ramani discloses text communications/tasks contain natural language that is parsed by said parser (abstract and figures 1-3).

As per claims 5, 22 and 39, Ramani discloses identifies concepts of said received communications/tasks (abstract and figures 1-3).

As per claims 6 and 23, Ramani discloses parser identifies relationships between said concepts (abstract and figures 1-3).

As per claim 7, 24 and 40, Ramani discloses compares said concepts with priority criteria to determine said priority codes (abstract and figures 1-3).

As per claims 8, 25 and 41, Ramani discloses received communications/tasks by identifying keywords in said received communications/tasks (abstract and figures 1-3).

AS per claims 9, 26 and 42, Ramani discloses received by said contact center via a text-based communication/tasks channel (abstract and figures 1-3).

As per claim 10, 27 and 43, Ramani discloses communications/tasks are voice communications/tasks and said decision engine includes a parser configured to analyze content of said voice communications/tasks (abstract and figures 1-3).

As per claims 11, 28 and 44, Ramani discloses an agent having a judgment of priority selects prioritized communications from said queue according to said judgment of priority (abstract and figures 1-3).

As per claims 12, 29 and 45, Ramani discloses a monitoring module configured to monitor communications selected by said agent and to provide said selected communications and priority codes of said selected communications as feedback to said decision engine (abstract and figures 1-3).

As per claims 13, 30 and 46, Ramani discloses utilizes said feedback to adjust priority criteria used to determine priority of said received communications (abstract and figures 1-3).

As per claims 14 and 31, Ramani discloses a parser configured to parse said received communications and a priority module configured to receive parsed communications from said parser and determine said priority code for each of said parsed communications (abstract and figures 1-3).

As per claims 15 and 32, Ramani discloses priority module is a learning system and receives feedback from a monitoring module that monitors communications selected from said queue by at least one agent (abstract and figures 1-3).

As per claims 16 and 33, Ramani discloses priority module is a rule-based system that determines said priority code according to a set of predetermined rules (abstract and figures 1-3).

AS per clams 17 and 34, Ramani discloses priority code is determined in accordance with priority guidelines established by a user of said system (abstract and figures 1-3).

As per claim 47, Ramani discloses converting said voice communications into text communications prior to determining said priority code (abstract and figures 1-3).

AS per claim 48, Ramani discloses analyzing content of said voice communications includes identifying emotional content (abstract and figures 1-3).

As per claim 49, Ramani discloses means for receiving said communications (abstract and figures 1-3), means for determining a priority code for each of said received communications (abstract and figures 1-3) and means for storing said prioritized communications in order of priority code (abstract and figures 1-3).

As per claims 51, 54, 57 and 60, Ramani discloses the decision engine is capable of learning new priority criteria based on a relative importance of communications learned from an order in which an agent selected communications (abstract and figures 1-3).

As per claim 52, 55, 58 and 61, Ramani discloses the priority codes are determined according to rules for prioritizing communications (abstract and figures 1-3).

As per claim 53, 56 and 59, Ramani discloses the priority codes are assigned to communications without an assigned priority (abstract and figures 1-3).

As per claim 61, Ramani discloses a decision engine that determines priority codes for items, which are tasks or communications (abstract and figures 1-3) and is capable of learning new priority criteria based on a relative importance of the items learned from an order in which an agent selected the items (abstract and figures 1-3).

As per claim 63, Ramani discloses a contact center configured to receive items, which are

communications or tasks (abstract and figures 1-3), a decision engine that determines a priority

code for each of the items received according to rules for prioritizing the items, is capable of

determining the priority code for items without an assigned priority (abstract and figures 1-3) and

is capable of learning new rules for prioritizing items based on positive and negative feedback

related to a relative importance of items based on an order in which an agent selected the items

(abstract and figures 1-3) and at least one queue configured to store the items in order of the

priority code (abstract and figures 1-3).

As per claim 64, Ramani discloses a contact center configured to receive items, which are

communications or tasks (abstract and figures 1-3), a decision engine that determines a priority

code for each of the items received according to rules for prioritizing the items, is capable of

determining the priority code for items without an assigned priority (abstract and figures 1-3) and

is capable of learning new rules for prioritizing items based on a relative importance of items

learned from an order in which an agent selected the items (abstract and figures 1-3) and includes

a parser and is configured to analyze text, voice, natural language content, emotional content,

identify keywords, identify concepts (abstract and figures 1-3) and determine relationships

between the concepts of the items received (abstract and figures 1-3) and at least one queue

configured to store the items in order of the priority code (abstract and figures 1-3).

As per claim 65, Ramani discloses automatically learning a new priority rule based on an

order in which an agent selected items, which are communications or tasks (abstract and figures

1-3) and automatically determining priority codes for the items using the new priority rule (abstract and figures 1-3).

As per claim 66, Ramani discloses receiving items, which are communications or tasks that do not have a previously assigned priority (abstract and figures 1-3), automatically learning a new priority rule based on an order in which an agent selected the items (abstract and figures 1-3), automatically determining priority codes for the items using the new priority rule (abstract and figures 1-3) and storing the items prioritized in at least one queue according to the priority code (abstract and figures 1-3).

As per clam 67, Ramani discloses receiving items, which are communications or tasks that do not have a previously assigned priority (abstract and figures 1-3), automatically learning a new priority rule based on an order in which an agent selected the items (abstract and figures 1-3), automatically determining priority codes for the items using the new priority rule (abstract and figures 1-3), parsing the items including analyzing text contents of items containing text of the items (abstract and figures 1-3), analyzing voice contents of items having voice contents of the items (abstract and figures 1-3), analyzing natural language contents of items containing natural language of the items (abstract and figures 1-3), analyzing emotional contents of items having emotional content of the items (abstract and figures 1-3), identifying keywords of items containing words of the items (abstract and figures 1-3), identifying concepts of the item that contain concepts (abstract and figures 1-3) and determining relationships between the concepts of items having relationships between the concepts of the items (abstract and figures 1-3) and

storing the items prioritized in at least one queue according to the priority code (abstract and

figures 1-3).

4.   Applicant's arguments filed June 11, 2003 have been fully considered but they are not

persuasive.

Applicant argues at page 3, lines 1 and 3 that Neither of these figures discloses a contact

center configures to receive communication". Applicant contact center is broad term which

include a computer. Since figure Ramani discloses a computer (see figures 1 and 2). Therefore,

Ramani discloses a contact center configures to receive communication.

Applicant further argues on page 3, first paragraph that "The knowledge engineering tool

and the knowledge base of *Erman* do not receive communications and do not determine a priority

code of anything". Examiner did not recite that Knowledge engineering tool and the knowledge

base receives communication and determines a priority code. Examiner refers to abstract and

figures 1 and 2 as a source of receiving communication and determining a priority code. Again

"receives communication and determines a priority code" is broad term and any computer could

receives communication and determines a priority code (see Erman, figure 2).

All other arguments follow the same line of above arguements. Therefore,

Applicant's arguments fail to comply with 37 CFR 1.111(b) because they amount to a general

allegation that the claims define a patentable invention without specifically pointing out how the

language of the claims patentably distinguishes them from the references.

5.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CAR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within TWO

MONTHS of the mailing date of this final action and the advisory action is not mailed until after

the end of the THREE-MONTH shortened statutory period, then the shortened statutory period

will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CAR

1.136(a) will be calculated from the mailing date of the advisory action. In no event, however,

will the statutory period for reply expire later than SIX MONTHS from the mailing date of this

final action.

6.   Any inquiry concerning this communication or earlier communications from the examiner

should be directed to George Davis whose telephone number is (703) 305-3891. The examiner

can normally be reached on Monday through Thursday from 7:00 am to 5:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Anil Khatri, can be reached on (703) 305-0282. The fax phone number for the

organization where this application or proceeding is assigned is (703) 746-7240.
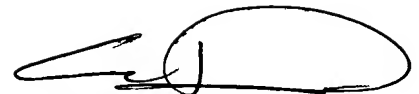
Any inquiry of a general nature or relating to the status of this application or proceeding

should be directed to the receptionist whose telephone number is (703) 305-3900.

August 24, 2003

GEORGE B. DAVIS

PRIMARY PATENT EXAMINER